



Mt. Washington Pediatric Hospital, Inc.

Initiatives to Decrease Cultural and Language Barriers

Prepared By:

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Mt. Washington Pediatric Hospital**



06/10/2009

1708 West Rogers Avenue
Baltimore, MD 21209- 4596

410-578-8600
www.mwph.org



Hospital was Founded in 1922

102 Licensed Beds

Type

86 – Pediatric Specialty

**16 – CARF Accredited
Rehabilitation**

Location

84 – West Rogers Campus

**15 – Prince George's Hospital
Center**

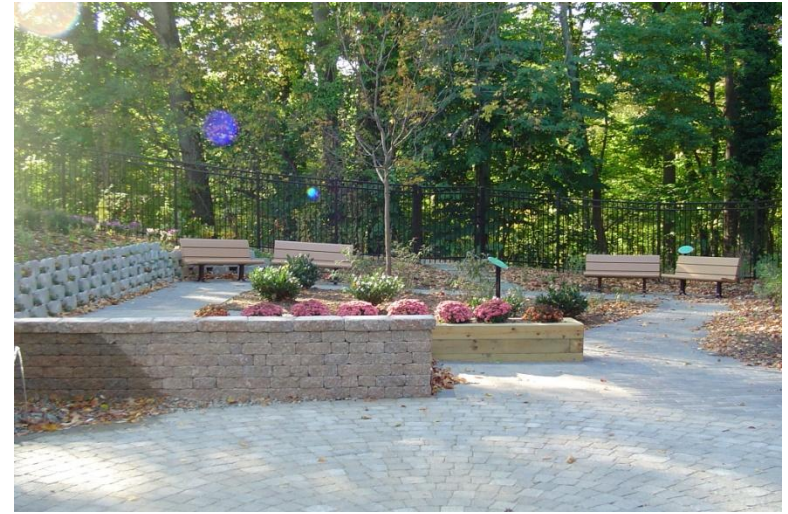
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Rehabilitation Unit



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Community Outreach Programs

- CPR Instruction to Families
- Golf Center
- Infant Massage Classes
- Sibshops (lead agency)
- Community Re-entry Program for children with acquired brain injury or burns
- Car Seat Safety Checks
- Parent Advisory Council
- Camp for Weigh Smart™





The MWPH Diversity Council was established to

- Increase customer satisfaction to families of all cultural and ethnic backgrounds.
- Increase awareness and cultural competency of all MWPH healthcare providers and staff.



MWPH Diversity Council

- Diverse Membership
- Clinical/Non-Clinical Staff
- Strong Executive Support that reports to Quality Steering Committee



Diversity Council Initiatives

- Renovation of Chapel to Worship Room
- Interpretation Services
- Dietary Accommodations
- Provider/Staff Education
- Adjustments to Clinical Practice



Renovation of Chapel to Worship Room

- Renovation occurred following feedback from families and customers.
 - Removal of all religious symbols
 - Addition of pillows and rugs for prayer
 - Access to religious books
 - Created a meditative environment



Language Interpretation Services

- Johns Hopkins International Services
- At admission, Collaborative Care determines the family's needs
- Family training and Family Meeting are scheduled in conjunction with family and interpreter services.
- Additional services available through telecommunication.
- Several documents translated into different languages, such as patient rights, consents, etc.



Dietary Accommodations

- Kosher Cart
- Access to Kosher Meals through Sinai's Kosher Kitchen
- Halal Meats for Islamic/ Muslim Diets
- Vegetarian/Vegan Diets



Provider/Staff Education

- New Employee Orientation
- Monthly Cultural Poster Presentations
- Annual “Themed” Diversity Week
- On –line Cultural Quick Reference Sheets
- External Consultants



Adjustments to Clinical Practice

- Male vs. Female Providers
- Recognizing Sabbath/ Prayer Requests
- Establishing Authority/ Family Spokesperson
- Family Education and Training
- Customize services to meet cultural needs
- Offer Customer Feedback forms to further accommodate individual family needs



Goals and Future Projects

- External Consultant(s) on Cultural Competency Training for Council Members
- Improve hospital-wide education on Cultural Competency
- Establish relationships with External Resources to further Community Outreach